

PATENT
10/004,664

B. AMENDMENTS TO THE SPECIFICATION

Please amend the paragraph beginning at page 1, line 9, with the following paragraph:

(1) U.S. Patent [Application Serial] No. 6,826,276, filed December 3, 2001, issued November 30, 2004, titled "Managing Caller Profiles Across Multiple Call Hold Centers" [10/005,733];

AUS920010947US1

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